

**Mississippi Department of Mental Health  
2021 Consumer Satisfaction Survey**

Final Report  
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## **Executive Summary**

Since 2016, the Mississippi Department of Mental Health (MDMH) has contracted with the Survey Research Laboratory (SRL) at Mississippi State University to administer an annual survey designed to assess MDMH's consumers' levels of satisfaction with the mental health services they receive through MDMH.

As in years past, the SRL produced the present report that presents the findings of this year's survey results. However, for this year's report, the SRL took the additional step of comparing this year's survey results with the results of previous years in order to assess the impact of the COVID-19 pandemic on consumers' self-reported satisfaction with the services they received.

The general findings from this year's surveys point to an overall high level of satisfaction among adult consumers and among the parents and guardians of youth consumers, though the extent of satisfaction differs by MDMH Community Mental Health Region. In addition, while some regions' consumers reported on average higher levels of satisfaction this year compared with years past, there were some regions that saw a decline in average consumer satisfaction. Importantly, over the past several years of survey administration, satisfaction with treatment outcomes and perceived level of functioning have consistently been the domains with the lowest overall satisfaction scores. This year, however, several regions' average consumer satisfaction scores on these two domains increased compared to previous years.

## Survey Methodology

In 2018 and 2019, surveys were administered using a combination of paper survey booklets and a web-based version of the survey instrument that was administered using tablets connected to the Internet. In 2020 and 2021, however, surveys were administered exclusively through paper survey booklets in order to avoid the potential spread of COVID-19 through the shared tablets.

In 2021, survey booklets were distributed across satellite offices in each of the 13 Community Mental Health regions in Mississippi. Survey booklets were then returned to the SRL via prepaid envelopes, and the hardcopy survey data were subsequently entered into a database for analysis.

Surveys were administered to adult mental health consumers as well as the parents or guardians of youth mental health consumers. The final dataset of adult consumers for 2021 included 1,812 consumer satisfaction surveys, and the final youth dataset for 2021 included 679 surveys.

The tables below present the percentage of consumers surveyed in each region in 2021. Data for the total number of consumers served by each region encompasses the time period between June 30, 2020 and July 1, 2021. This information was provided to the Survey Research Laboratory by MDMH. The Survey Research Laboratory was informed in 2021 that MDMH had reduced the number of Community Mental Health Center regions through the elimination of Region 13, and, as such, this report does not include results for that region even when comparing data from the years when Region 13 did exist.

Percentage of Adult Consumers Surveyed in 2021			
Region	Consumers Served	Consumers Surveyed	% Surveyed
1	2,874	79	2.7%
2	5,054	124	2.5%
3	6,889	70	1.0%
4	7,809	75	1.0%
6	9,158	129	1.4%
7	4,890	165	3.4%
8	10,049	213	2.1%
9	7,449	180	2.4%
10	6,673	178	2.7%
11	300*	28	9.3%*
12	14,365	363	2.5%
14	2,943	84	2.9%
15	3,557	124	3.5%

Percentage of Youth Consumers Surveyed in 2021			
Region	Consumers Served	Consumers Surveyed	% Surveyed
1	825	45	5.5%
2	1,299	36	2.8%
3	3,461	48	1.4%
4	2,552	52	2.0%
6	2,474	87	3.5%
7	1,290	49	3.8%
8	2,976	50	1.7%
9	2,132	57	2.7%
10	2,011	44	2.2%
11	300*	41	13.7%*
12	3,760	113	3.0%
14	676	9	1.3%
15	1,017	48	4.7%

\*Values are likely inaccurate, as they deviate significantly from prior years

## Adult Consumer Satisfaction Survey Results

### General Satisfaction

General satisfaction of adult consumers was measured using three survey items, each of which presented a statement and asked respondents to rate their level of agreement with that statement using the options “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” or “Strongly Disagree.” The three survey items measuring general satisfaction read as follows:

- 1) “I liked the services I received here.”
- 2) “If I had other choices, I would still get services at this agency.”
- 3) “I would recommend this agency to a friend or family member.”

For conciseness and consistency in reporting standards, results are reported using the guidelines provided by the Mental Health Statistics Improvement Program (MHSIP). Following the MHSIP formula, a General Satisfaction Domain Score was created for each respondent by calculating the sum of each respondent’s answers on the three items and dividing that sum by three (the total number of items composing the domain). This provided a mean score for all respondents that represented their General Satisfaction with the services they received, which allowed for more readily interpretable analyses by MDMH Region.

Mean scores on the General Satisfaction Domain Scale could range from 1 (meaning a respondent would have “strongly agreed” with all three statements) to 5 (meaning a respondent would have “strongly disagreed” with all three statements). Scores from 1 to 2.49 indicate that respondents had overall positive reports of General Satisfaction.

### *Survey Results*

In 2021, adults who responded to the Consumer Satisfaction Survey reported overall positive responses to the items making up the General Satisfaction Domain. Approximately 93% of respondents reported positive average responses to the three General Satisfaction Domain items. In addition, the mean score across the three items was 1.56 with a standard deviation of 0.66, indicating that, on average, respondents agreed or strongly agreed with the three General Satisfaction Domain items.

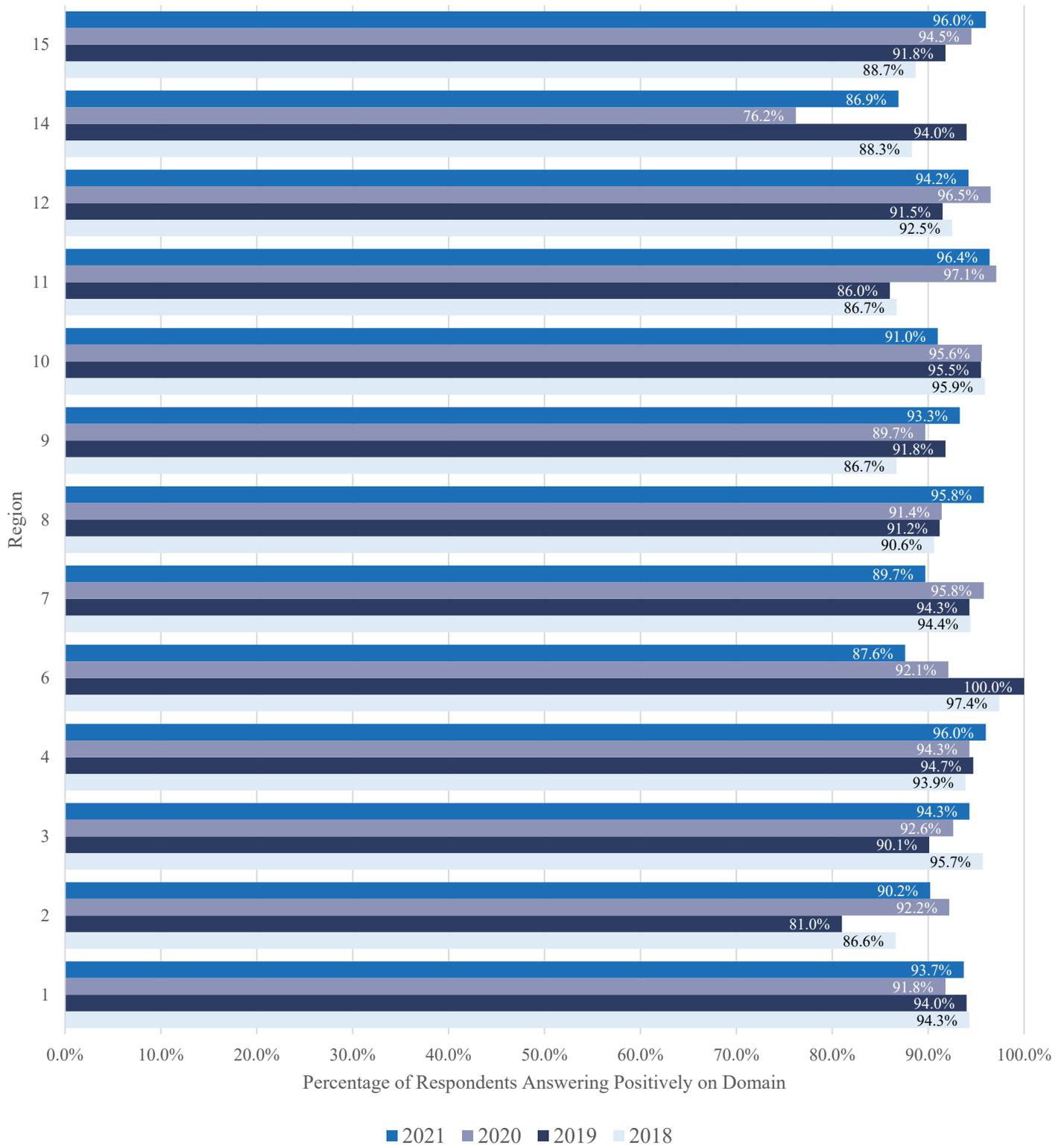
Table 1 below presents descriptive statistics for the General Satisfaction Domain items for each year from 2018 to 2021. As the data in Table 1 demonstrate, average responses to the General Satisfaction Domain items—at least among adult consumers—have remained remarkably consistent, despite the challenges many individuals and groups have faced due to the global COVID-19 pandemic.

Chart 1 below presents the percentage of adult consumers responding positively to the General Satisfaction Domain items and also includes data spanning from 2018 to the most recent survey administration.

Table 1. Descriptive Statistics for the General Satisfaction Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.59	1.56	1.53	1.56
Std Deviation	0.68	0.69	0.64	0.66
Median	1.33	1.33	1.33	1.33
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	91.3%	92.1%	93.0%	92.7%

Chart 1. General Satisfaction with Services by Region, 2018 - 2021



## Perception of Access to Services

Six survey items measured respondents' perceptions regarding their access to mental health services. Respondents were asked to rate whether they "Strongly Agreed," "Agreed," "Neutral," "Disagreed," or "Strongly Disagreed" with the following six items, and their responses were used to measure their perceptions of access to services:

- 1) "The location of services was convenient (parking, bus, distance, etc.)."
- 2) "Staff were willing to see me as often as I felt was necessary."
- 3) "Staff returned my calls within 24 hours."
- 4) "Services were available at times that were good for me."
- 5) "I was able to get all the services I thought I needed."
- 6) "I was able to see a psychiatrist when I wanted to."

As with the General Satisfaction Domain, a Scale score was created for the Perception of Access to Services Domain. The scale score could range from 1 to 5, and scores from 1 to 2.49 indicated that respondents reported overall positive perceptions of access to services.

### *Survey Results*

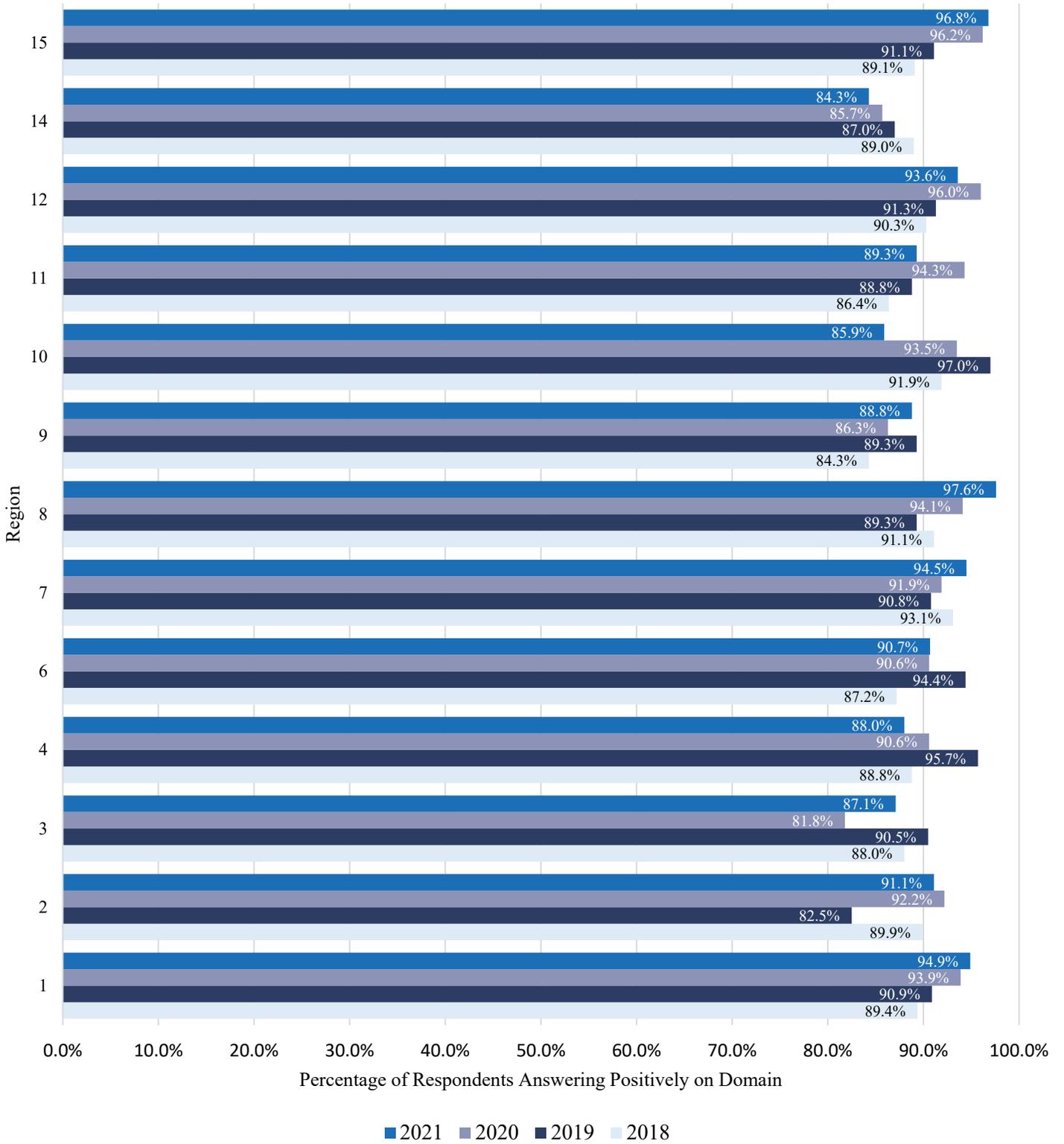
Data from 2021 indicate that, despite the challenges of the COVID-19 pandemic, consumers reported a high level of satisfaction regarding their ability to access MDMH services. For 2021, the average across the six items making up the Access to Services Domain was 1.62 with a standard deviation of 0.61, meaning that the average respondent either agreed or strongly agreed with the items making up the Access to Services Domain. Nearly 92% of adult consumers who responded to the survey in 2021 reported positive satisfaction with their ability to access needed services.

Among the four years of data reported on here, the 2021 survey results demonstrated higher satisfaction on this domain than two of the three comparison years. Mean scores for all four years of survey data are reported in Table 2 below, as are a number of other descriptive statistics. Chart 2 below presents the percentage of adult consumers who responded positively to the Access to Services Domain items, compared across survey administration year and MDMH region.

Table 2. Descriptive Statistics for the Access to Services Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.67	1.67	1.61	1.62
Std Deviation	0.62	0.64	0.60	0.61
Median	1.67	1.67	1.50	1.50
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	89.9%	90.6%	91.5%	91.9%

Chart 2. Perceptions of Access to Services by Regions, 2018 - 2021



## **Perception of Quality and Appropriateness of Services**

Nine items on the questionnaire measured respondents' perceptions of the quality and appropriateness of the services they received, and all nine items presented a statement and asked respondents to rate their level of agreement with the statement using the options "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The nine items that measured Perception of Quality and Appropriateness of Services read as follows:

- 1) "Staff believed that I could grow, change, and recover."
- 2) "I felt free to complain if there was a problem."
- 3) "The staff told me what side effects to watch for."
- 4) "The staff respected my wishes about who is and who is not to be given information about my treatment."
- 5) "The staff were sensitive to my cultural/ethnic background."
- 6) "The staff helped me get the information needed so I could take charge of managing my illness."
- 7) "I was given information about my rights."
- 8) "The staff encouraged me to take responsibility for how I live my life."
- 9) "I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phones, etc.)."

A scale score was then computed for Perceptions of Quality and Appropriateness of Services. Scores on the scale could range from 1 to 5, and scores from 1 to 2.49 indicated positive perceptions of the quality and appropriateness of services.

### *Survey Results*

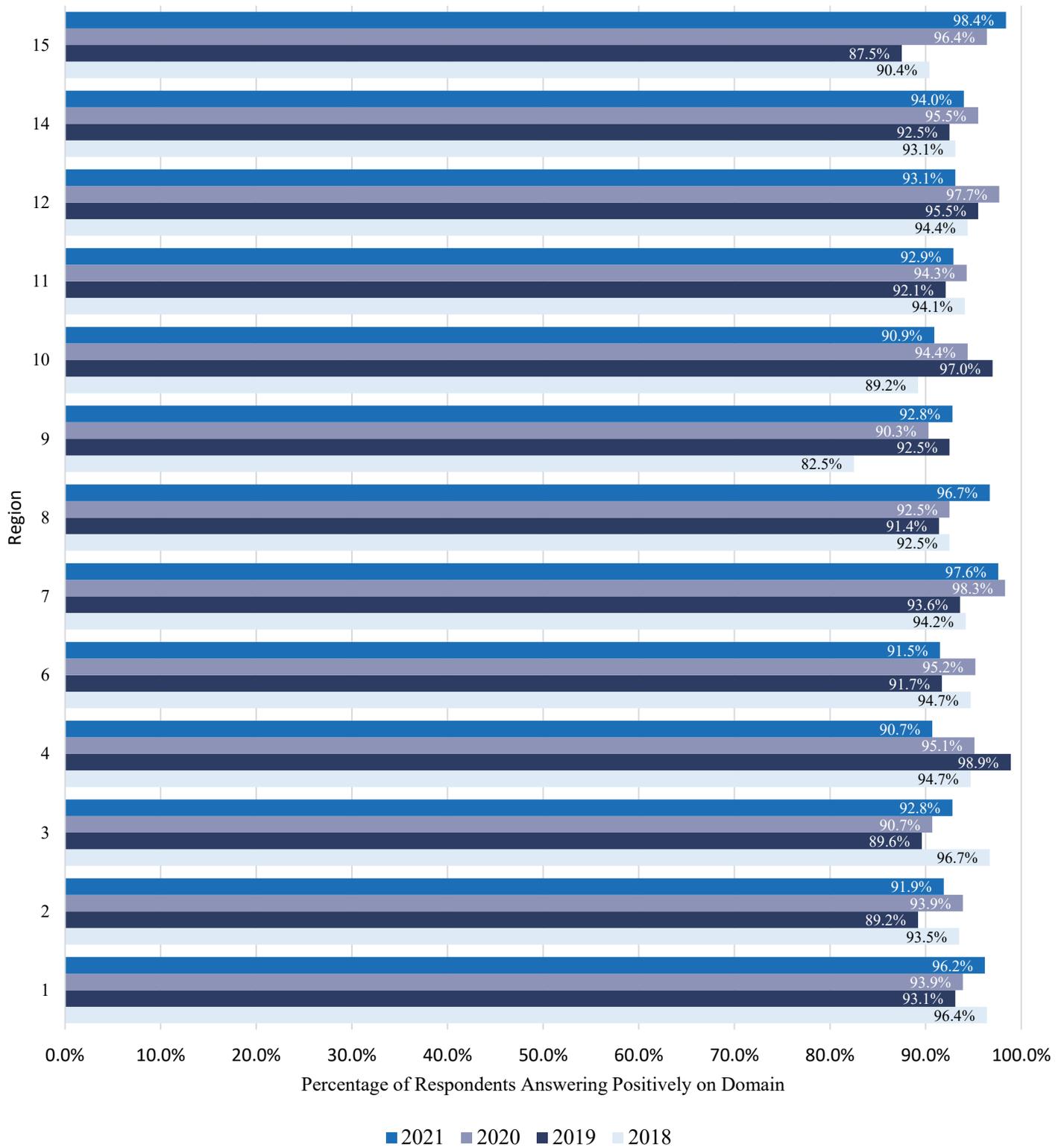
The surveyed consumers reported very high satisfaction with the quality and appropriateness of the services they received from MDMH. Nearly 94% of respondents reported positive perceptions of the quality and appropriateness of the mental health services they received from MDMH, and the mean score on the Quality and Appropriateness Domain was 1.62 with a standard deviation of 0.58. The mean score indicates that the average respondent agreed or strongly agreed with the nine items making up the scale.

Descriptive statistics for the Perception of the Quality and Appropriateness of Services Domain Scale are presented in Table 3 below for the four years of survey administration analyzed for this report. Chart 3 presents interregional comparisons for the percentage of respondents reporting positive scores on the Quality and Appropriateness Domain Scale and also includes comparisons across the four years.

Table 3. Descriptive Statistics for the Quality and Appropriateness of Services Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.66	1.67	1.60	1.62
Std Deviation	0.62	0.61	0.57	0.58
Median	1.66	1.56	1.56	1.56
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	92.4%	92.4%	94.8%	93.9%

Chart 3. Perceptions of the Quality and Appropriateness of Services by Region, 2018 - 2021



## Perception of Outcomes

Eight questions on the instrument measured respondents' perceptions of their own outcomes following the receipt of mental health services. Respondents were asked to indicate whether they "Strongly Agreed," "Agreed," were "Neutral," "Disagreed," or "Strongly Disagreed" with the following eight items:

- 1) "I deal more effectively with daily problems."
- 2) "I am better able to control my life."
- 3) "I am better able to deal with crises."
- 4) "I get along better with family."
- 5) "I do better in social situations."
- 6) "I am doing better in school and/or work."
- 7) "My symptoms are not bothering me as much."
- 8) "My housing situation has improved."

Relative to the domains reported up to this point— on which overall reports have been positive among respondents—results for the Perception of Outcomes Domain are substantially less positive. On the Perception of Outcomes Domain Scale, scores could range from 1 to 5, and scores from 1 to 2.49 indicated positive perceptions regarding the outcome of receiving mental health services.

### *Survey Results*

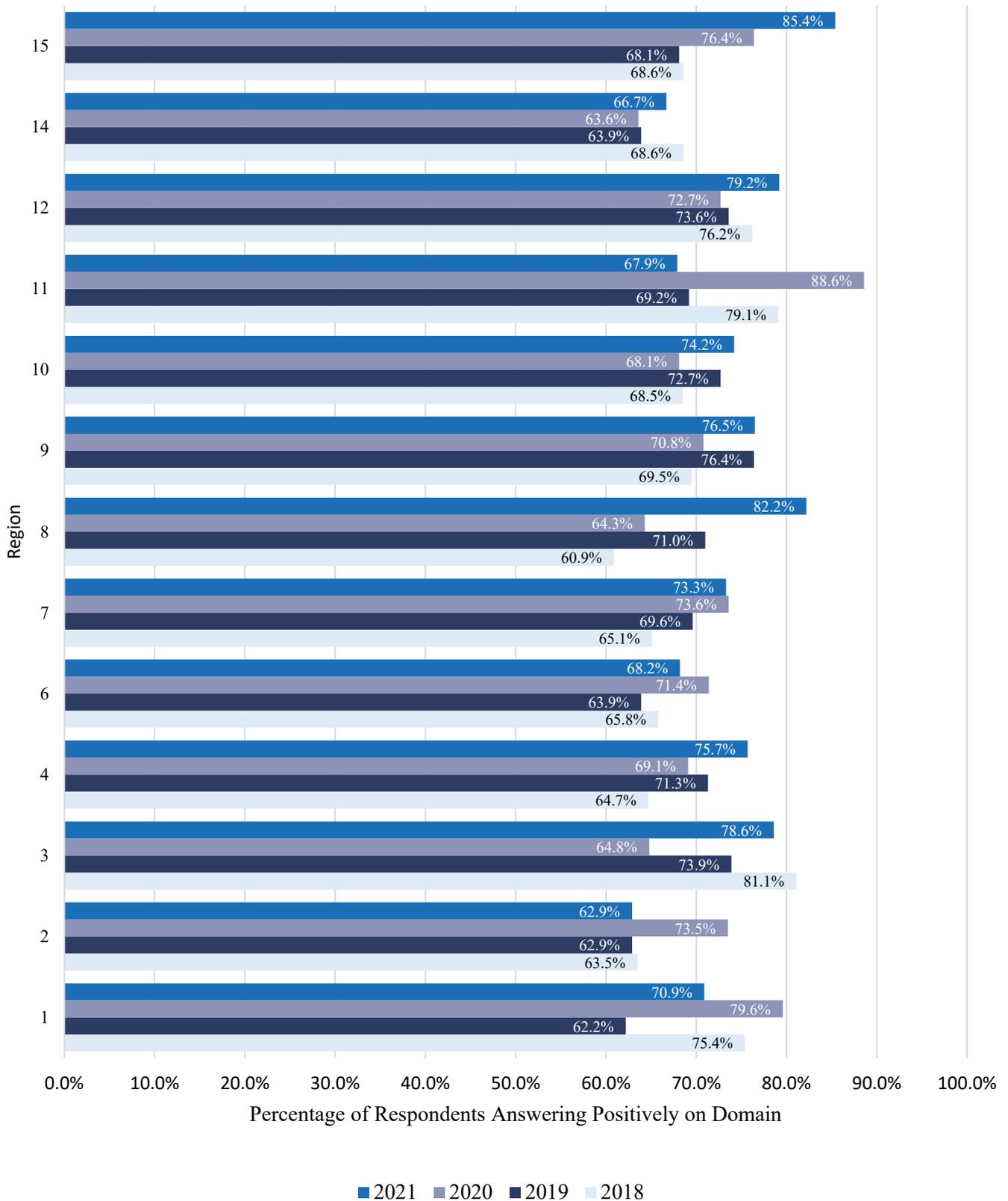
As in previous years, the 2021 data show that respondents' perceptions of their outcomes following the receipt of mental health services through MDMH are not as positive as their perceptions regarding the other domains. Just 75.5% of respondents agreed that they were satisfied with the outcomes of the services they received, and the mean score on this domain was 2.02 with a standard deviation of 0.72. Interestingly, while the Outcomes Domain has consistently received the weakest reports across all survey administration years, the 2021 survey data demonstrated a higher mean score than other survey administration years, and a higher percentage of respondents reported average positive ratings across the domain items in 2021 than in any other year.

Descriptive Statistics are presented for the Perception of Outcomes Domain Scale in Table 4 below. Chart 4 below presents the percentage of respondents providing positive reports of their perceptions of outcomes by MDMH Region and survey administration year.

Table 4. Descriptive Statistics for the Perception of Outcomes Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	2.10	2.14	2.09	2.02
Std Deviation	0.74	0.75	0.73	0.72
Median	2.00	2.00	2.00	2.00
Mode	2.00	2.00	2.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	66.4%	69.7%	71.8%	75.5%

Chart 4. Perceptions of Treatment Outcomes by Region, 2018 - 2021



## **Perception of Participation in Treatment**

Just two items were used to measure respondents' perception of the extent to which they were given the freedom to participate in the planning and implementation of their own treatment. Respondents were asked to indicate if they "Strongly Agreed," "Agreed," "Neutral," "Disagreed," or "Strongly Disagreed" with the following two statements:

- 1) "I felt comfortable asking questions about my treatment and medication."
- 2) "I, not staff, decided my treatment goals."

A Perception of Participation in Treatment Domain Scale was created, for which scores ranged from a low of 1 to a high of 5. Scores from 1 to 2.49 indicated that respondents had overall positive reports of their perception of their ability to participate in their own treatment planning and implementation.

### *Survey Results*

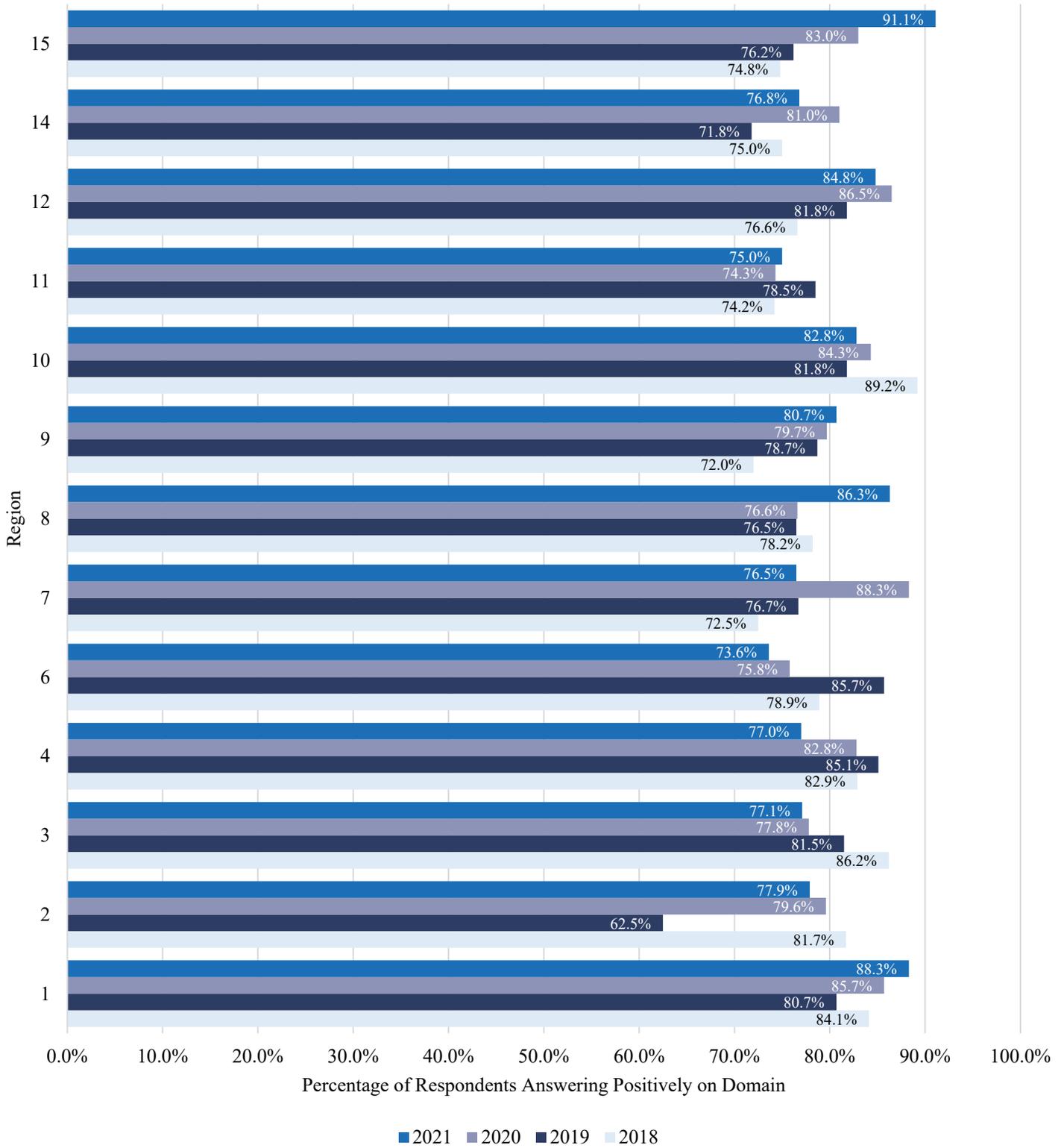
While the results for consumers' self-reported levels of satisfaction with the extent to which they feel they are given the opportunity to participate in their own treatment planning are less positive than the results for general satisfaction, they remain reasonably positive. Just under 82 percent of respondents reported positive perceptions of their ability to participate in their own treatment. The mean score on the Perception of Participation in Treatment Domain Scale was 1.73 with a standard deviation of 0.70, results which virtually mirror the results from 2020's survey administration.

Table 5 below presents descriptive statistics across the four years of survey administration included in this report, and Chart 5 presents the percentage of respondents providing positive reports of their perceptions of their ability to participate in their own treatment. These results are broken down by region and survey administration year.

Table 5. Descriptive Statistics for the Perception of Participation in Treatment Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.82	1.81	1.73	1.73
Std Deviation	0.72	0.77	0.71	0.70
Median	2.00	2.00	1.50	2.00
Mode	2.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	77.7%	78.1%	81.5%	81.8%

Chart 5. Perceptions of Participation in Treatment by Region, 2018 - 2021



## **Social Connectedness**

Four items measure the extent to which respondents felt that they were socially connected to friends and family since receiving mental health services. All four items asked respondents to indicate whether they “Strongly Agreed,” “Agreed,” were “Neutral,” “Disagreed,” or “Strongly Disagreed.” The statements for which respondents were asked to rate their level of agreement read as follows:

- 1) “I am happy with the friendships I have.”
- 2) “I have people with whom I can do enjoyable things.”
- 3) “I feel I belong in my community.”
- 4) “In a crisis, I would have the support I need from family and friends.”

A Social Connectedness Domain Scale was created, on which scores ranged from 1 to 5. Scores from 1 to 2.49 indicated that respondents had overall positive reports regarding the extent to which they felt socially connected.

### *Survey Results*

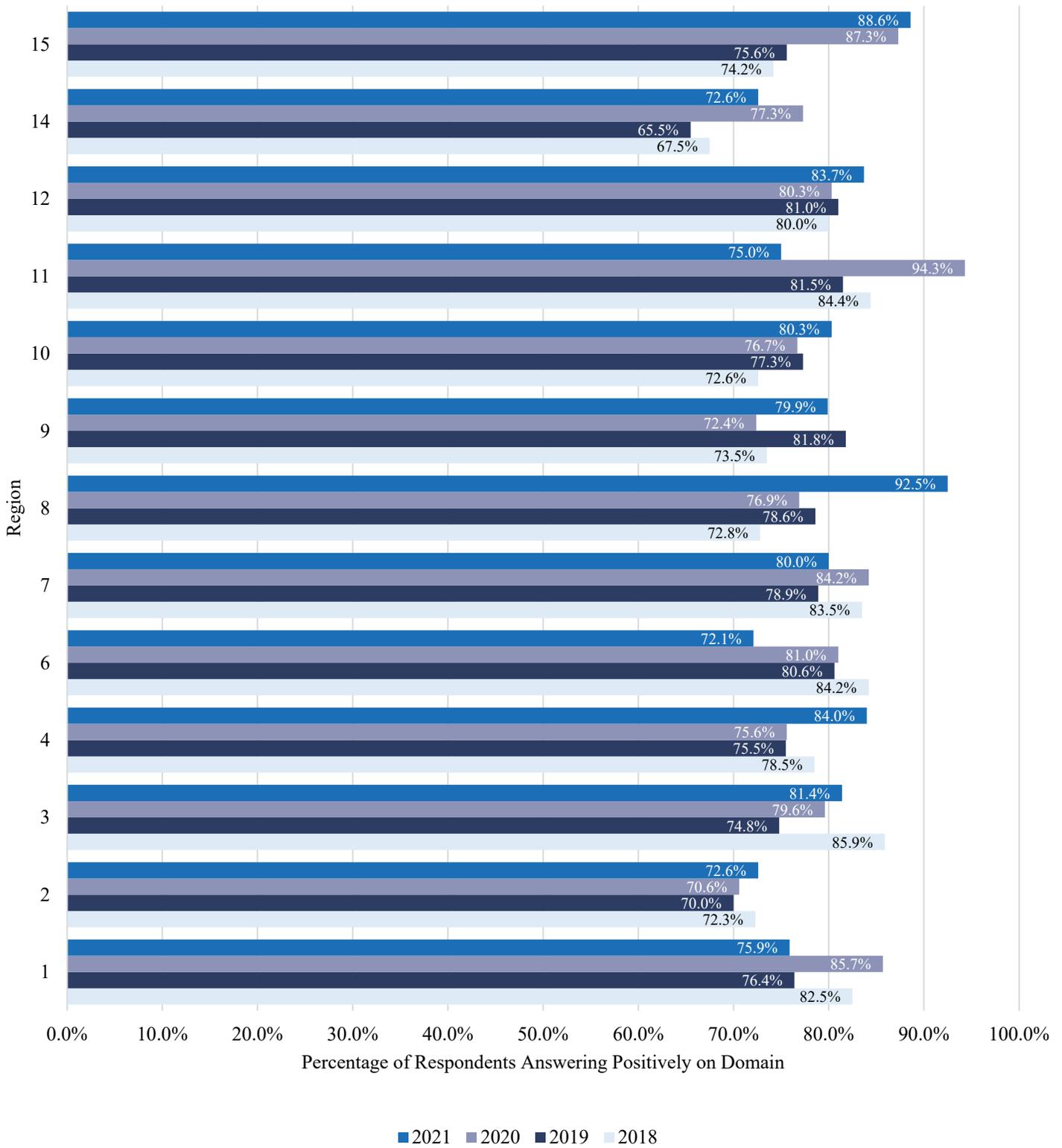
Results from analyzing data related to consumers’ perceptions of the existence of a social support network in their lives reveals that the sample from 2021 is overall satisfied with their social connections. While one might expect that the ongoing COVID-19 pandemic would have led to an overall more negative outlook on respondents’ social connectedness, 2021’s data demonstrates the highest percentage of positive responses to the Social Connectedness Domain items of all four years under examination for this report. Nearly 82% of adult consumers who responded to this year’s survey indicated that they were overall satisfied with the extent of social connectedness they experience in their lives. The mean score on the Social Connectedness Domain was 1.82 with a standard deviation of 0.75.

Table 6 below presents descriptive statistics for the Social Connectedness Domain Scale. Chart 6 presents the percentage of respondents providing positive reports of their social connectedness, and results in Chart 6 are broken down by MDMH Region and survey administration year.

Table 6. Descriptive Statistics for the Perception of Social Connectedness Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.93	1.91	1.85	1.82
Std Deviation	0.77	0.80	0.76	0.75
Median	2.00	2.00	2.00	1.75
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	76.3%	77.4%	79.0%	81.4%

Chart 6. Perceptions of Social Connectedness by Region, 2018 - 2021



## **Perception of Overall Functioning**

Five items measured respondents' perceptions of the extent to which they were functioning overall after having received mental health services. On these five items, respondents were presented with a statement and asked to rate their agreement with the statement using the options "Strongly Agree," "Agree," "Neutral," "Disagree," or "Strongly Disagree." The five items that make up the Perception of Functioning Scale read as follows:

- 1) "My symptoms are not bothering me as much."
- 2) "I now do things that are more meaningful to me."
- 3) "I am better able to take care of my needs."
- 4) "I am better able to handle things when they go wrong."
- 5) "I am better able to do things that I want to do."

A Perception of Functioning Domain Scale was created, on which scores ranged from 1 to 5. Scores from 1 to 2.49 indicated that respondents had overall positive perceptions of the extent to which they were functioning after receiving mental health services.

### *Survey Results*

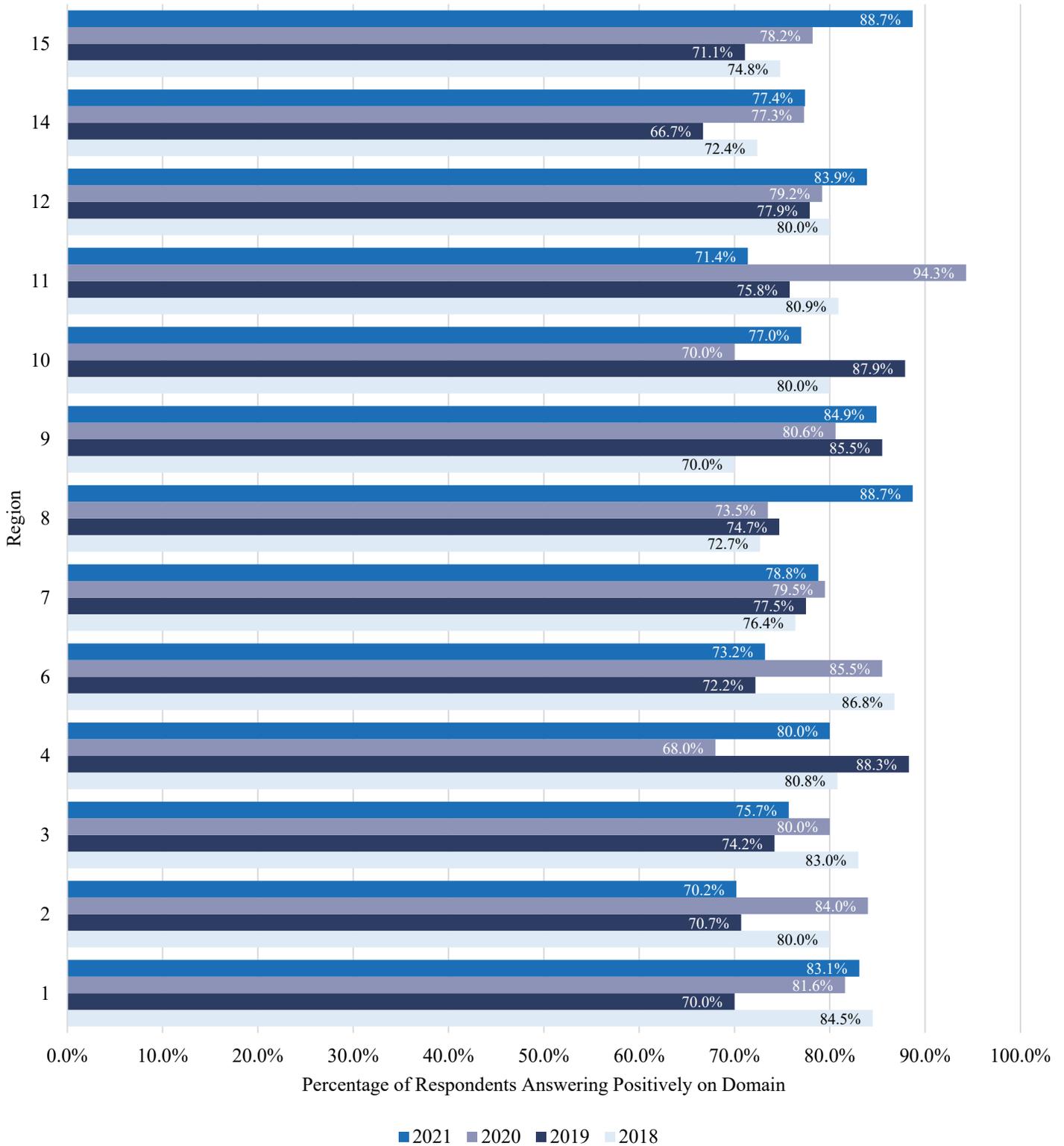
Results on the Perception of Functioning Domain Scale were quite similar to the Social Connectedness Domain Scale, though figures related to the Functioning Domain Scale are slightly less positive. Just over 81% of respondents reported positive perceptions of their own functioning since they had begun receiving mental health services. The mean score on the Functioning Domain Scale was 1.94 with a standard deviation of 0.77, indicating that, on average, consumers "agreed" with the five items composing the Functioning Domain Scale. In addition to the Functioning Domain results being similar to the Social Connectedness Domain, they are strikingly similar to results from 2020's survey administration.

Table 7 presents descriptive statistics for the Perception of Functioning Domain Scale. Chart 7 presents interregional comparisons, broken down by year, for the percentage of respondents reporting positive scores on the Perception of Functioning Domain Scale.

Table 7. Descriptive Statistics for the Perception of Overall Functioning Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.93	1.91	2.01	1.94
Std Deviation	0.77	0.80	0.77	0.73
Median	2.00	2.00	2.00	2.00
Mode	1.00	1.00	2.00	2.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	75.9%	76.2%	77.8%	81.1%

Chart 7. Perceptions of Overall Functioning by Region, 2018 - 2021



## Youth Consumer Satisfaction Survey Results

### Satisfaction with Services

For the youth surveys, which were administered to a parent or guardian, six items together measure the extent to which a parent or guardian was satisfied with the services their child received. Respondents were asked to rate their level of agreement on the six items using the options “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” and “Strongly Disagree.” The six items that made up the Satisfaction with Services measure read as follows:

- 1) “Overall, I am satisfied with the services my child received.”
- 2) “The people helping my child stuck with us no matter what.”
- 3) “I felt my child had someone to talk to when she or he was troubled.”
- 4) “The services my child and/or family received were right for us.”
- 5) “My family got the help we wanted for my child.”
- 6) “My family got as much help as we needed for my child.”

Just as with the Adult Consumer Satisfaction Survey results, results for the Youth Surveys are presented here using the Mental Health Statistical Improvement Program guidelines for calculating domain scales. For the Satisfaction with Services Domain Scale, the responses of each respondent across the six items measuring satisfaction were summed and then divided by six in order to calculate an average Satisfaction with Services score. Scale scores could range from 1 to 5, and scores ranging from 1 to 2.49 indicated a high level of satisfaction with services.

### *Survey Results*

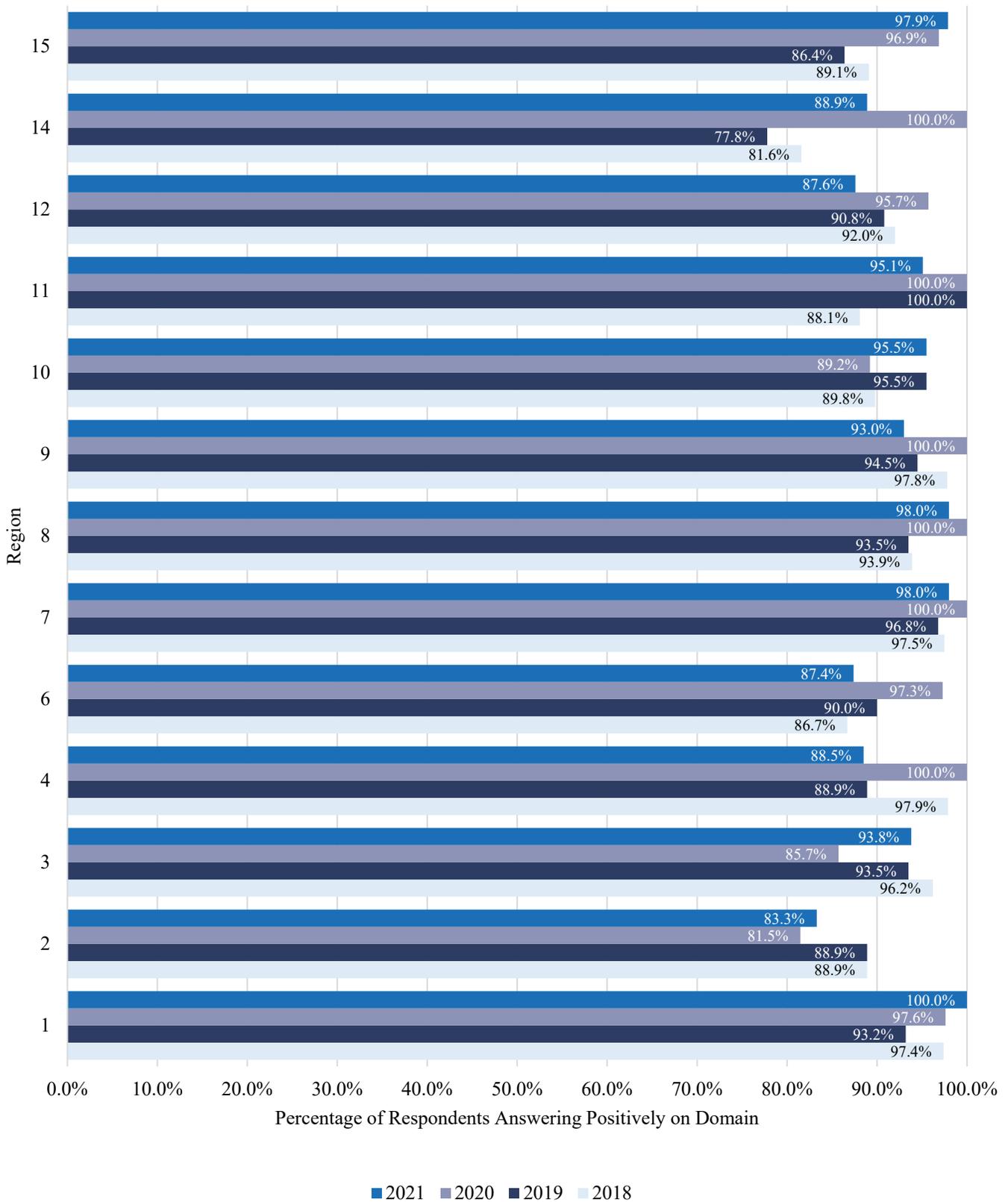
Just as with the adult consumers examined above, results regarding general satisfaction with the services received was very high for the youth consumers. Just over 92% of respondents provided a positive rating regarding their level of satisfaction with the services the child received. The mean score on the Satisfaction with Services Domain Scale was 1.54 with a standard deviation of 0.64, indicating that, on average, youth consumers (or their parents/guardians) were overall very satisfied with the services they received.

Table 8 presents descriptive statistics for the Satisfaction with Services Domain Scale across the four survey administration years being examined for this report, and Chart 8 presents interregional comparisons—also broken down by year—for the percentage of respondents reporting positive scores on the Satisfaction with Services Domain Scale.

Table 8. Descriptive Statistics for the General Satisfaction Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.50	1.55	1.49	1.54
Std Deviation	0.58	0.61	0.59	0.64
Median	1.17	1.33	1.17	1.33
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	4.30	5.00	5.00	5.00
% Positive	91.4%	93.3%	94.2%	92.3%

Chart 8. General Satisfaction with Services by Region, 2018 - 2021



## **Perception of Access to Services**

Two items together serve to measure respondents' perceptions regarding their family/child's access to services. Respondents were asked to rate their level of agreement with two statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The two items used to measure respondents' perceptions regarding access to services read as follows:

- 1) "The location of services was convenient for us."
- 2) "Services were available at times that were convenient for us."

For the Perception of Access to Services Domain Scale, each respondent's responses to the two survey items referenced above were summed and then divided by two to create an average score across the two items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their ability to access the services their child or their family needed.

### *Survey Results*

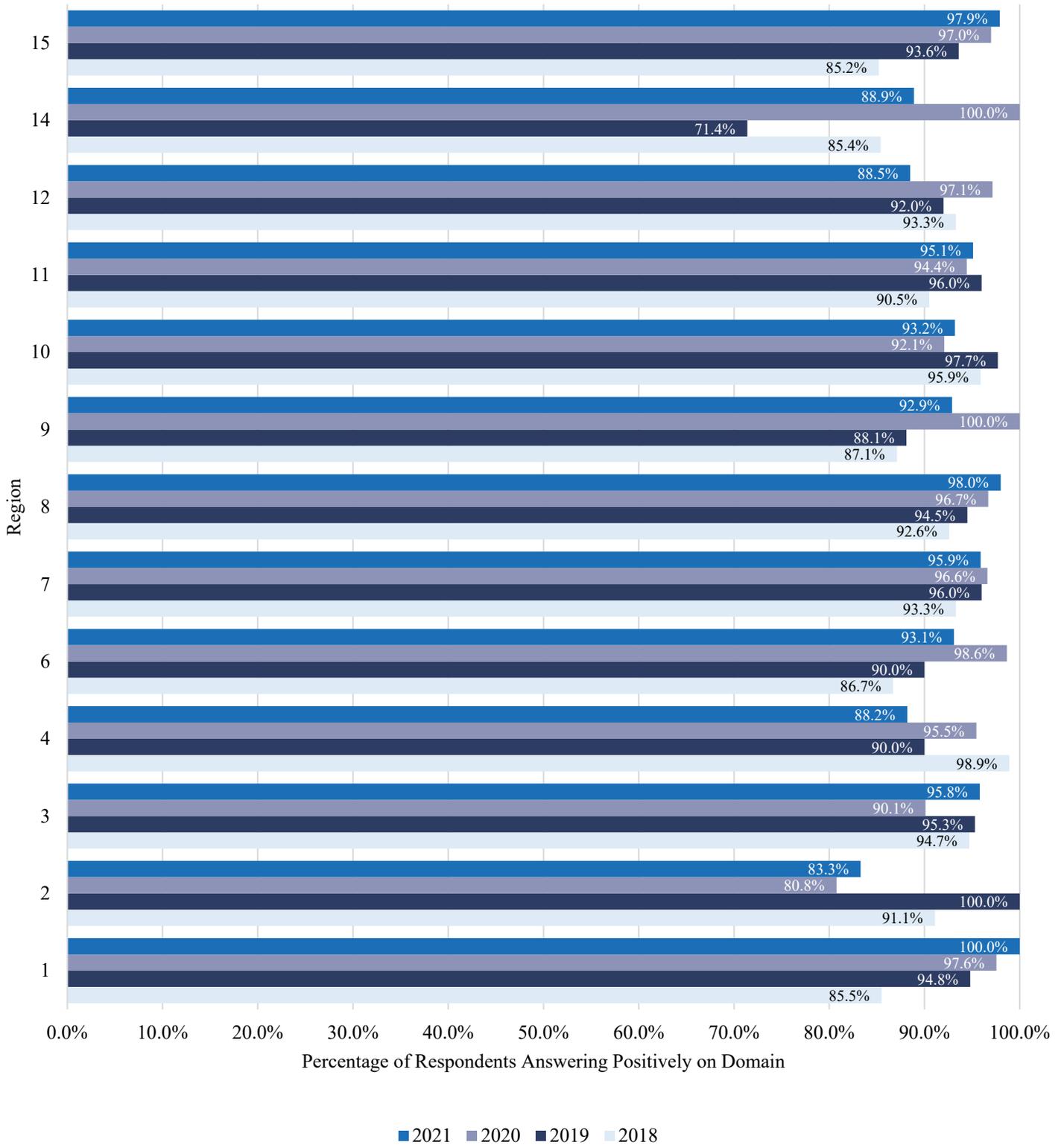
Respondents reported generally positive responses regarding their perceptions of their ability to access the services the child needed. About 93% of respondents reported positive perceptions regarding access to services, and the mean score on the Perception of Access to Services Domain Scale was 1.46 with a standard deviation of 0.65. Overall, the data indicate that respondents were, on average, satisfied with their ability to access the services they/their child needed.

Table 9 presents descriptive statistics for the Perception of Access to Services Domain Scale across the four years of survey administration being examined in this report. Chart 9 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Access to Services Domain Scale, also broken down by survey administration year.

Table 9. Descriptive Statistics for the Access to Services Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.50	1.51	1.47	1.46
Std Deviation	0.61	0.61	0.59	0.65
Median	1.00	1.50	1.00	1.00
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	91.4%	93.3%	94.0%	93.0%

Chart 9. Perceptions of Access to Services by Regions, 2018 - 2021



## Outcomes of Services

Six items together serve to measure respondents' perceptions regarding their family/child's outcomes following the receipt of services. Respondents were asked to rate their level of agreement with six statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The six items used to measure respondents' perceptions regarding the outcomes of receiving services read as follows:

- 1) "My child is better at handling daily life."
- 2) "My child gets along better with family members."
- 3) "My child gets along better with friends and other people."
- 4) "My child is doing better in school and/or at work."
- 5) "My child is better able to cope when things go wrong."
- 6) "I am satisfied with our family life right now."

For the Perception of Outcomes to Services Domain Scale, each respondent's responses to the six survey items referenced above were summed and then divided by six to create an average score across the six items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their child's outcomes after the child received services.

### *Survey Results*

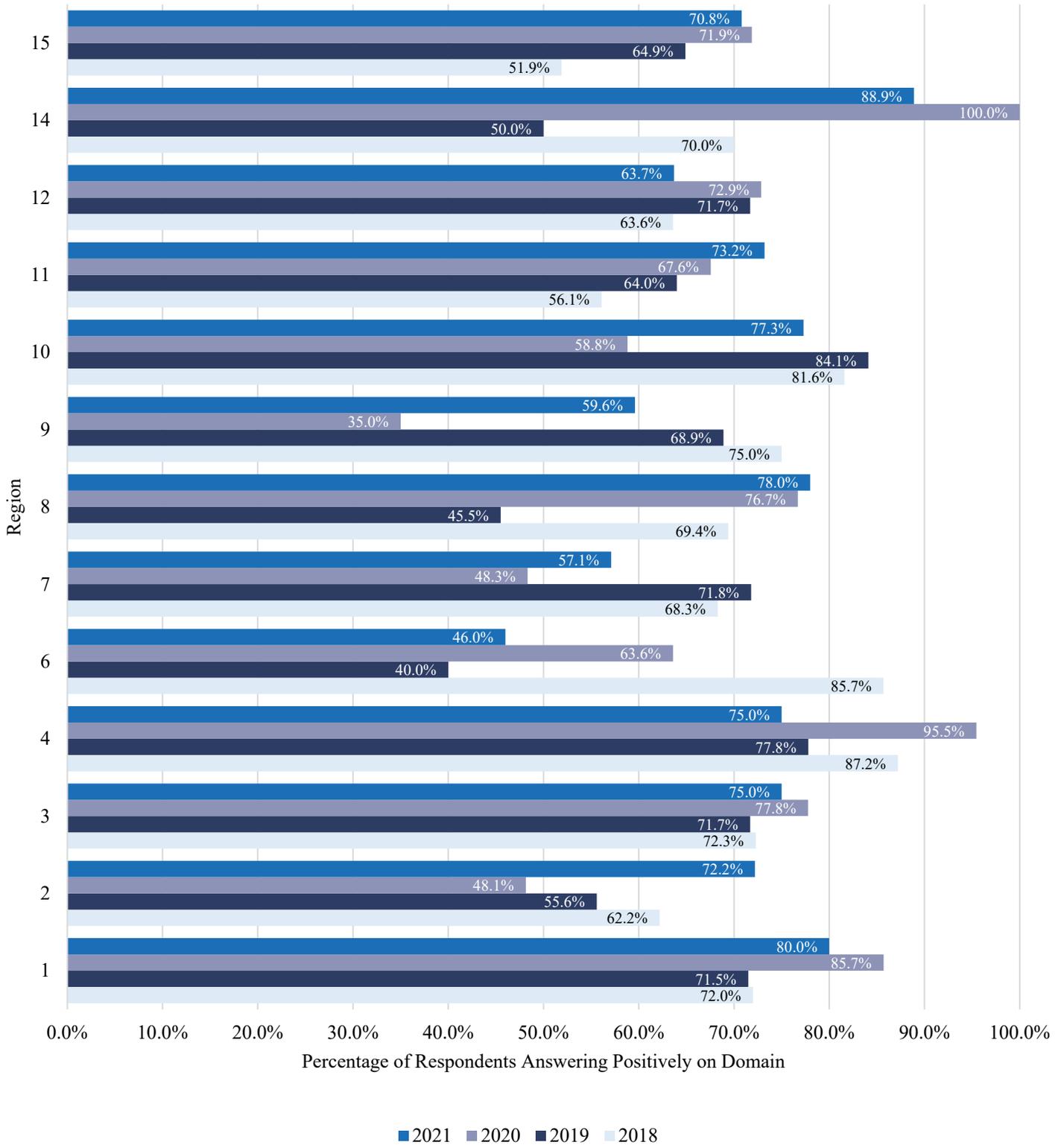
Respondents reported moderately positive reports regarding their perceptions of the child's outcomes following the receipt of services. Just over 67% of respondents provided positive responses on the Perception of Outcomes Domain Scale, and the average score on the scale was 2.09 with a standard deviation of 0.79. The figures related to respondents' perceptions of their children's outcomes following their receipt of mental health services indicate that they were overall satisfied, though less so than they were with other domains and, as an aggregate, slightly less so than they were in previous years.

Table 10 presents descriptive statistics for the Perception of Outcomes of Services Domain Scale broken down by survey administration year, and Chart 10 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Outcomes of Services Domain Scale.

Table 10. Descriptive Statistics for the Perception of Outcomes Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	2.04	2.11	2.10	2.09
Std Deviation	0.79	0.79	0.78	0.79
Median	2.00	2.00	2.00	2.00
Mode	1.00	2.00	2.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	70.8%	68.1%	68.9%	67.2%

Chart 10. Perceptions of Treatment Outcomes by Region, 2018 - 2021



## **Participation in Treatment Planning**

Three items together serve to measure respondents' satisfaction regarding their ability to participate in the planning of their child's treatment. Respondents were asked to rate their level of agreement with three statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The three items used to measure respondents' perceptions regarding the outcomes of receiving services read as follows:

- 1) "I helped to choose my child's services."
- 2) "I helped to choose my child's treatment goals."
- 3) "I was frequently involved in my child's treatment."

For the Perception of Participation in Treatment Planning Domain Scale, each respondent's responses to the three survey items referenced above were summed and then divided by three to create an average score across the three items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their ability to participate in planning the treatment their child receives.

### *Survey Results*

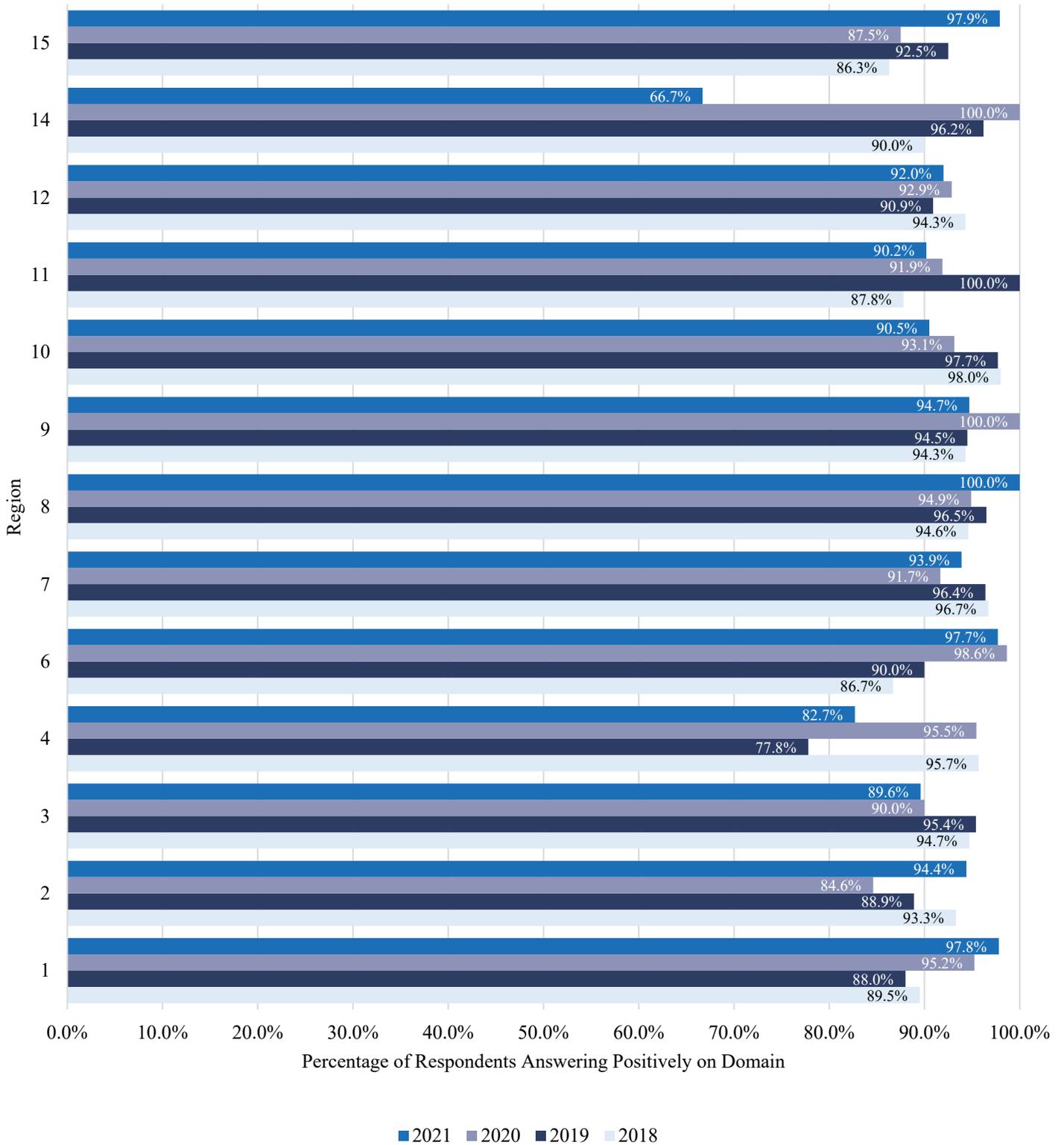
Respondents reported overall high reports of their satisfaction with their ability to participate in the treatment planning for the child's mental health services. Just over 93 percent of respondents reported positive responses to the Participation in Treatment Domain Scale items, and the mean score on that scale was 1.57 with a standard deviation of 0.65. Interestingly, this Domain has varied to a very small degree over the four survey administration years examined in this report.

The domain's consistency across survey administration years are demonstrated by the data in Table 11, which presents descriptive statistics for the Participation in Treatment Domain, broken down by survey administration year. Chart 11 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Participation in Treatment Planning Domain Scale, and the data in Chart 11 are also broken down by year.

Table 11. Descriptive Statistics for the Perception of Participation in Treatment Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.60	1.65	1.59	1.57
Std Deviation	0.60	0.64	0.62	0.65
Median	1.67	1.67	1.67	1.33
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	4.00	5.00	5.00	5.00
% Positive	93.5%	93.9%	93.3%	93.2%

Chart 11. Perceptions of Participation in Treatment by Region, 2018 - 2021



## Cultural Sensitivity

Four items on together serve to measure respondents' perceptions regarding the cultural sensitivity of the staff from whom the respondent's child received services. Respondents were asked to rate their level of agreement with four statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The four items used to measure respondents' perceptions regarding the outcomes of receiving services read as follows:

- 1) "Staff treated my child and me with respect."
- 2) "Staff respected my family's religious/spiritual beliefs."
- 3) "Staff spoke with me in a way that I understood."
- 4) "Staff were sensitive to my cultural or ethnic background."

For the Cultural Sensitivity Domain Scale, each respondent's responses to the four survey items referenced above were summed and then divided by four to create an average score across the four items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their child's outcomes after the child received services.

### *Survey Results*

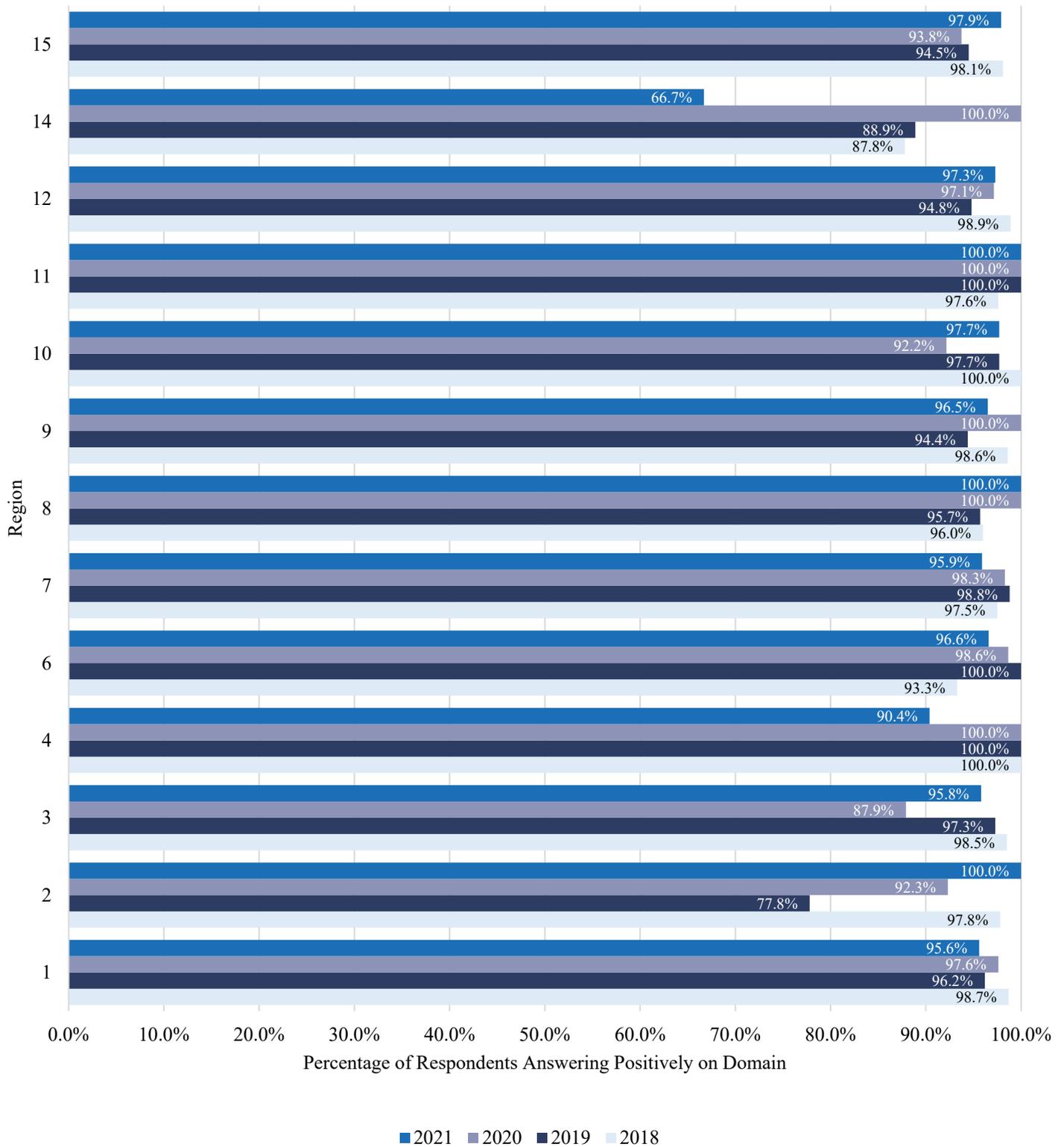
Reports regarding respondents' perceptions of the level of cultural sensitivity shown by the staff providing services to their child were extremely high overall. Nearly 97% of respondents provided positive reports of their perceptions of staff members' cultural sensitivity, and the mean score on the Cultural Sensitivity Domain Scale was 1.41 with a standard deviation of 0.56, indicating a high level of agreement with the statements that compose the Cultural Sensitivity Domain Scale. This domain, in fact, is by far the area in which respondents—whether adult consumers or the representatives of youth consumers— expressed the highest degree of satisfaction as an aggregate.

Table 12 presents descriptive statistics for the Perception of Cultural Sensitivity Domain Scale across all four years of survey administration being examined in this report, and Chart 12 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Cultural Sensitivity Domain Scale, also broken down by year.

Table 12. Descriptive Statistics for the Perception of MDMH Staff's Cultural Sensitivity by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.40	1.44	1.41	1.38
Std Deviation	0.51	0.55	0.56	0.54
Median	1.00	1.00	1.00	1.00
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	4.50	5.00	5.00	5.00
% Positive	97.7%	96.1%	95.3%	96.5%

Chart 12. Perceptions of MDMH Staff Cultural Sensitivity by Region, 2018 - 2021



## Social Connectedness

Four items together serve to measure respondents' perceptions regarding their own and their child's level of social connectedness. Respondents were asked to rate their level of agreement with four statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The four items used to measure respondents' perceptions regarding the outcomes of receiving services read as follows:

- 1) "I know people who will listen and understand me when I need to talk."
- 2) "I have people that I am comfortable talking with about my child's problems."
- 3) "In a crisis, my child and I would have the support we need from family and friends."
- 4) "My child and I have people with whom we can do enjoyable things."

For the Social Connectedness Domain Scale, each respondent's responses to the four survey items referenced above were summed and then divided by four to create an average score across the four items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their child's level of social connectedness.

### *Survey Results*

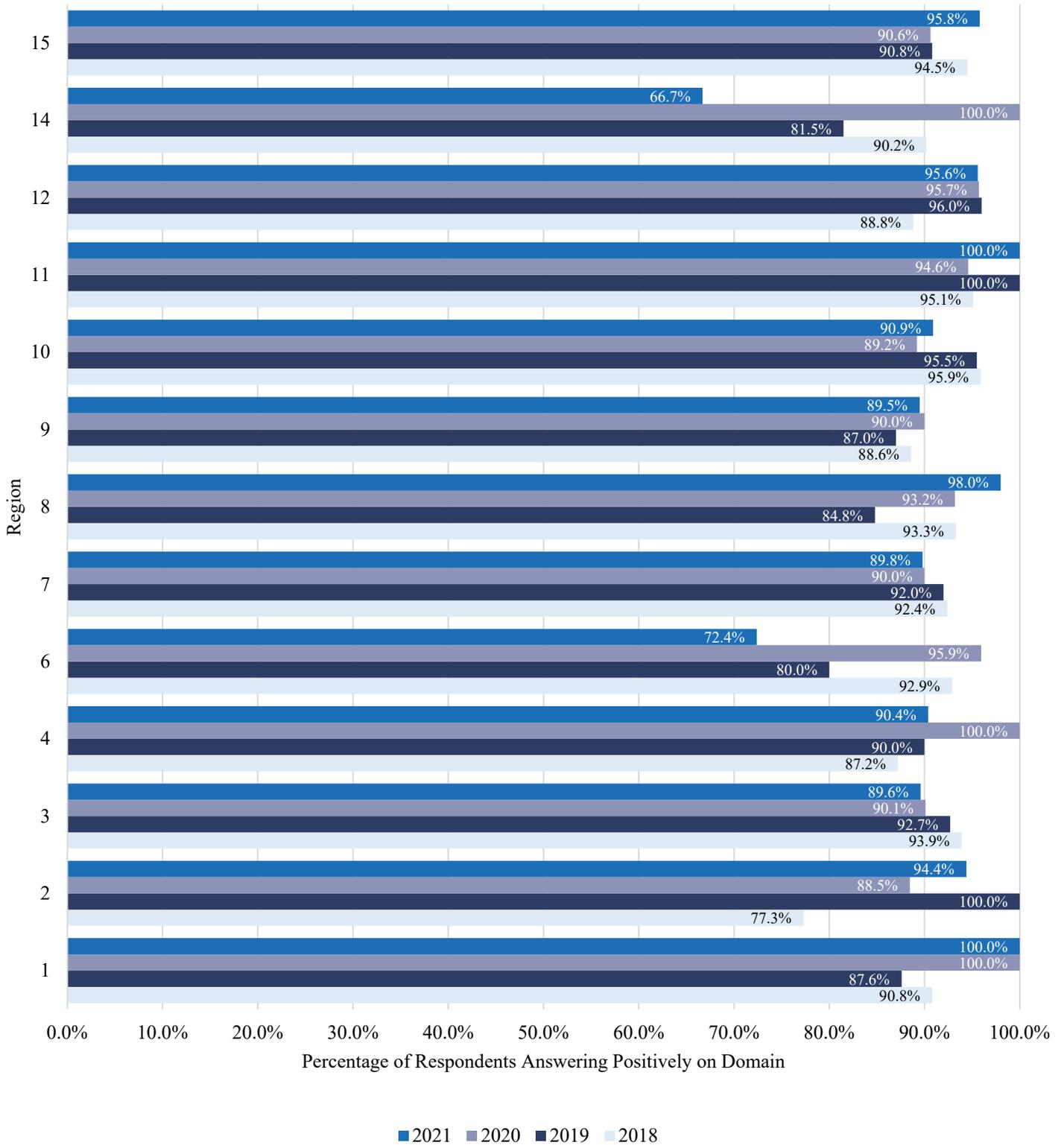
Respondents reported relatively high positivity regarding their perceptions of their child's level of social connectedness, though results from this year are less positive than were the results from last year's survey administration. Just under 91% of respondents gave positive reports of the child's level of social connectedness. The mean score on the Social Connectedness Domain Scale was 1.58 with a standard deviation of 0.64.

Table 13 presents descriptive statistics for the Perception of Social Connectedness Domain Scale across the four years of survey administration being examined for this report, and Chart 13 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Social Connectedness Domain Scale, also broken down for comparisons across years.

Table 13. Descriptive Statistics for the Perception of Social Connectedness Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	1.60	1.62	1.55	1.58
Std Deviation	0.62	0.63	0.59	0.64
Median	1.50	1.50	1.50	1.50
Mode	1.00	1.00	1.00	1.00
Minimum	1.00	1.00	1.00	1.00
Maximum	4.50	5.00	5.00	5.00
% Positive	90.9%	90.7%	93.3%	90.9%

Chart 13. Perceptions of Social Connectedness by Region, 2018 - 2021



## Functioning

Six items together serve to measure respondents' perceptions regarding their child's level of overall functioning following the receipt of services. Respondents were asked to rate their level of agreement with six statements using the following response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree." The six items used to measure respondents' perceptions regarding their child's overall functioning read as follows:

- 1) "My child is better able to do things she or he wants to do."
- 2) "My child is better at handling daily life."
- 3) "My child gets along better with family members."
- 4) "My child gets along better with friends and other people."
- 5) "My child is doing better in school and/or at work."
- 6) "My child is better able to cope when things go wrong."

For the Functioning Domain Scale, each respondent's responses to the six survey items referenced above were summed and then divided by six to create an average score across the six items. Possible scale scores ranged from a low of 1 to a high of 5. Scores ranging from 1 to 2.49 indicated that a respondent reported an overall positive perception regarding their child's level of overall functioning.

### *Survey Results*

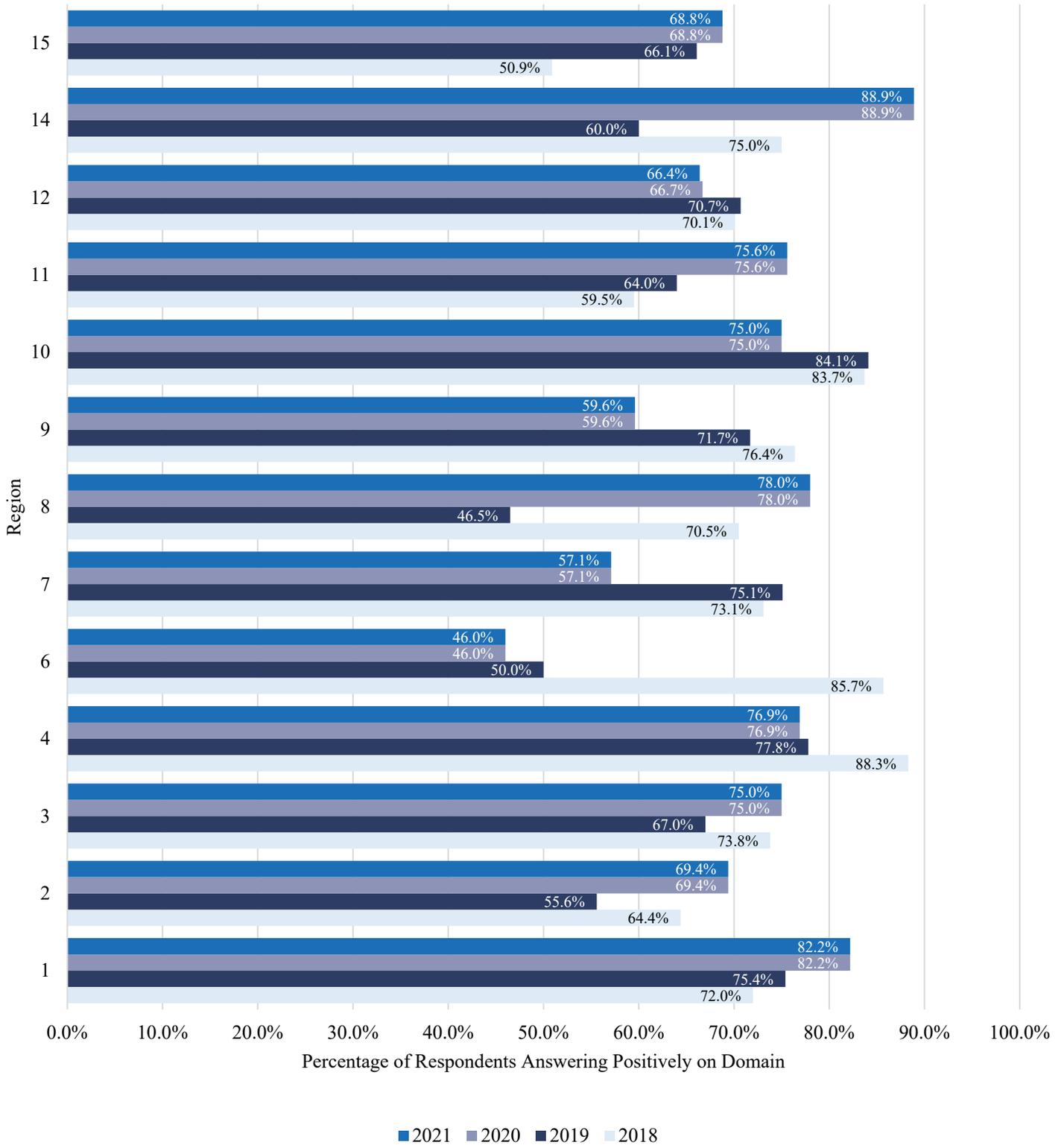
Results on the Functioning measures demonstrate that a far smaller proportion of respondents were satisfied with the child's functioning after the child received services when compared to their satisfaction with the other domains. Only 67.6% of respondents provided positive responses to the Functioning Scale items, and the mean on the Functioning Domain Scale was 2.08 with a standard deviation of 0.78, indicating substantially lower levels of agreement on the Functioning Domain Scale items relative to most of the other domain scales.

Table 14 presents descriptive statistics for the Perception of Functioning Domain Scale, broken down by survey administration year, and Chart 14 presents interregional comparisons for the percentage of respondents reporting positive scores on the Perception of Functioning Domain Scale.

Table 14. Descriptive Statistics for the Perception of Overall Functioning Domain by Survey Administration Year

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Mean	2.02	2.09	2.07	2.08
Std Deviation	0.77	0.78	0.78	0.78
Median	2.00	2.00	2.00	2.00
Mode	1.00	2.00	2.00	2.00
Minimum	1.00	1.00	1.00	1.00
Maximum	5.00	5.00	5.00	5.00
% Positive	73.0%	69.7%	70.3%	67.6%

Chart 14. Perceptions of Overall Functioning by Region, 2018 - 2021



**Appendix A: Adult Consumer Satisfaction Questionnaire**



MDMH Adult  
Consumer Satisfaction Survey

This questionnaire will help us understand how we can improve mental health services for our clients. Your opinions are important and we appreciate your willingness to take this survey! Your responses will NOT affect the services you receive and all of your answers will be kept confidential.

1. What is today's date?

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Month		Day		Year

2. In what year were you born?

3. With which racial group do you most closely identify?

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other group: \_\_\_\_\_

4. Do you consider yourself to be Hispanic or Latinx?

- Yes
- No

5. What is your sex?

- Female
- Male

6. In which region do you receive mental health services?

Continue to next page →

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7. How long have you received mental health services?

- 12 months or more (skip to Question 11)
- Less than 12 months



8. Were you arrested since you began to receive mental health services?

- Yes
- No



9. Were you arrested during the 12 months prior to that?

- Yes
- No



10. Since you began to receive mental health services, have your encounters with the police...

- Been reduced - (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- Stayed the same
- Increased
- Does not apply - I had no police encounters this year or last year

After answering question 10 skip to question 14 on next page. →

11. Were you arrested during the last 12 months?

- Yes
- No



12. Were you arrested during the 12 months prior to that?

- Yes
- No



13. Over the last year, have your encounters with the police...

- Been reduced - (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- Stayed the same
- Increased
- Does not apply - I had no police encounters this year or last year



Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Perception of Access:					
14. The location of services was convenient (parking, bus, distance, etc.).	①	②	③	④	⑤
15. Staff were willing to see me as often as I felt was necessary.	①	②	③	④	⑤
16. Staff returned my calls within 24 hours.	①	②	③	④	⑤
17. Services were available at times that were good for me.	①	②	③	④	⑤
18. I was able to get all the services I thought I needed.	①	②	③	④	⑤
19. I was able to see a psychiatrist when I wanted to.	①	②	③	④	⑤
Perception of Quality & Appropriateness:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
20. Staff believed that I could grow, change, and recover.	①	②	③	④	⑤
21. I felt free to complain if there was a problem.	①	②	③	④	⑤
22. The staff told me what side effects to watch for.	①	②	③	④	⑤
23. The staff respected my wishes about who is and who is not to be given information about my treatment.	①	②	③	④	⑤
24. The staff were sensitive to my cultural/ethnic background.	①	②	③	④	⑤
25. The staff helped me to get the information needed so I could take charge of managing my illness.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

Perception of Quality & Appropriateness (cont.):	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
26. I was given information about my rights.	①	②	③	④	⑤
27. The staff encouraged me to take responsibility for how I live my life.	①	②	③	④	⑤
28. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phones, etc.).	①	②	③	④	⑤
Perception of Outcomes:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29. I deal more effectively with daily problems.	①	②	③	④	⑤
30. I am better able to control my life.	①	②	③	④	⑤
31. I am better able to deal with crises.	①	②	③	④	⑤
32. I get along better with family.	①	②	③	④	⑤
33. I do better in social situations.	①	②	③	④	⑤
34. I am doing better in school and/or work.	①	②	③	④	⑤
35. My symptoms are not bothering me as much.	①	②	③	④	⑤
36. My housing situation has improved.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Perception of Participation in Treatment Planning:					
37. I felt comfortable asking questions about my treatment and medication.	①	②	③	④	⑤
38. I, not staff, decided my treatment goals.	①	②	③	④	⑤
General Satisfaction:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
39. I liked the services I received here.	①	②	③	④	⑤
40. If I had other choices, I would still get services at this agency.	①	②	③	④	⑤
41. I would recommend this agency to a friend or family member.	①	②	③	④	⑤
Social Connectedness:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
42. I am happy with the friendships I have.	①	②	③	④	⑤
43. I have people with whom I can do enjoyable things.	①	②	③	④	⑤
44. I feel I belong in my community.	①	②	③	④	⑤
45. In a crisis, I would have the support I need from family and friends.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

Functioning:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
46. I do things that are more meaningful to me.	①	②	③	④	⑤
47. I am better able to take care of my needs.	①	②	③	④	⑤
48. I am better able to handle things when they go wrong.	①	②	③	④	⑤
49. I am better able to do things that I want to do.	①	②	③	④	⑤

Who completed this questionnaire?

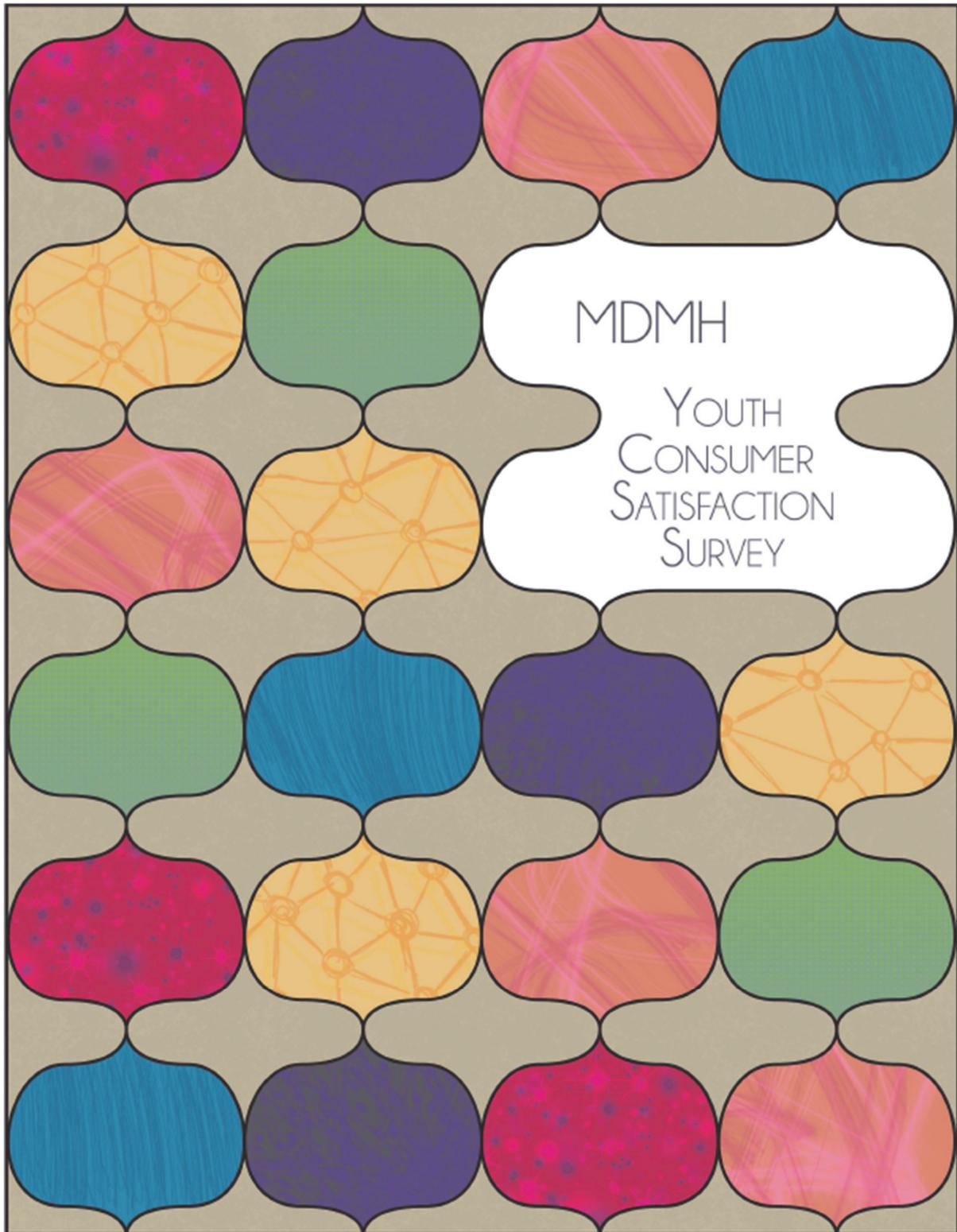
- You, without assistance
- You, with the assistance of a mental health professional

\_\_\_\_\_  
NAME OF MENTAL HEALTH PROFESSIONAL

This is the end of the survey. Thank you for your participation.



**Appendix B: Youth Consumer Satisfaction Questionnaire**



This questionnaire will help us understand how we can improve mental health services for our clients. Your opinions are important and we appreciate your willingness to take this survey! Your responses will NOT affect the services your child receives and all your answers will be kept confidential.

Who is filling out this questionnaire?

- Parent/guardian of youth consumer  
 Mental health professional NAME: \_\_\_\_\_

1. What is today's date?

/  /   
Month Day Year

2. What is your child's birth date?

/  /   
Month Day Year

3. With which racial group does your child most closely identify?

- American Indian or Alaskan Native  
 Asian  
 Black or African American  
 Native Hawaiian or Pacific Islander  
 White  
 Other group: \_\_\_\_\_

4. With which ethnic group does your child most closely identify?

- Spanish, Hispanic, or Latino/a  
 Not Spanish, Hispanic, or Latino/a

5. What is your child's gender?

- Girl  
 Boy  
 Other, Please Specify:  
\_\_\_\_\_

6. Is your child currently living with you?

- Yes  
 No

7. In which region does your child receive mental health services?

Continue to next page →

8. How long has your child been receiving mental health services?

- Less than 12 months  
(skip to question 12)
- 12 months or more  
(continue to question 9)

9. In the past year that your child has been receiving mental health services, has she/he been arrested?

- Yes
- No

10. In the year before your child began receiving mental health services, was she/he arrested?

- Yes
- No

11. In the past year that your child has been receiving mental health services, have her/his encounters with the police:

- Been reduced - (for example, she/he has not been arrested, hassled by police, taken by police to a shelter or crisis program by the police)
- Stayed the same
- Increased
- Does not apply - My child had no police encounters this year or last year

12. Since your child has been receiving mental health services, has she/he been arrested?

- Yes
- No

13. In the year before your child began receiving mental health services, was she/he arrested?

- Yes
- No

14. Since your child has been receiving mental health services, have her/his encounters with the police:

- Been reduced - (for example, she/he has not been arrested, hassled by police, taken by police to a shelter or crisis program by the police)
- Stayed the same
- Increased
- Does not apply - My child had no police encounters this year or last year

After answering question 11 skip to question 15 on next page. →

Continue to next page →

15. In the 12 months before your child began receiving mental health services, was she/he suspended from school?

- Yes
- No
- Does not apply

16. Since your child began receiving mental health services, has she/he been suspended from school?

- Yes
- No
- Does not apply

17. In the 12 months before your child began receiving mental health services, was she/he expelled from school?

- Yes
- No
- Does not apply

18. Since your child began receiving mental health services, has she/he been expelled from school?

- Yes
- No
- Does not apply

19. Since your child began receiving mental health services, is the number of days she/he is in school:

- Greater
- About the same
- Less
- Does not apply

19b. If you selected 'Does not apply,' please select the reason it does not apply:

- Child did not have a problem with attendance before starting services
- Child was too young to be in school
- Child was expelled from school
- Child is homeschooled
- Child dropped out of school
- Other: \_\_\_\_\_

Continue to next page →

Please consider your total service experience over the past six months and indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Access to Services:</b>					
20. The location of services was convenient for us.	1	2	3	4	5
21. Services were available at times that were convenient for us.	1	2	3	4	5
<b>Satisfaction with Services:</b>					
22. Overall, I am satisfied with the services my child received.	1	2	3	4	5
23. The people helping my child stuck with us no matter what.	1	2	3	4	5
24. I felt my child had someone to talk to when she or he was troubled.	1	2	3	4	5
25. The services my child and/or family received were right for us.	1	2	3	4	5
26. My family got the help we wanted for my child.	1	2	3	4	5
27. My family got as much help as we needed for my child.	1	2	3	4	5
<b>Positive Outcomes of Services:</b>					
28. My child is better at handling daily life.	1	2	3	4	5
29. My child gets along better with family members.	1	2	3	4	5
30. My child gets along better with friends and other people.	1	2	3	4	5
31. My child is doing better in school and/or at work.	1	2	3	4	5
32. My child is better able to cope when things go wrong.	1	2	3	4	5
33. I am satisfied with our family life right now.	1	2	3	4	5

Continue to next page →

Please consider your total service experience over the past six months and indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Participation in Treatment:</b>					
34. I helped to choose my child's services.	(1)	(2)	(3)	(4)	(5)
35. I helped to choose my child's treatment goals.	(1)	(2)	(3)	(4)	(5)
36. I was frequently involved in my child's treatment.	(1)	(2)	(3)	(4)	(5)
<b>Cultural Sensitivity:</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
37. Staff treated my child and me with respect.	(1)	(2)	(3)	(4)	(5)
38. Staff respected my family's religious/spiritual beliefs.	(1)	(2)	(3)	(4)	(5)
39. Staff spoke with me in a way that I understood.	(1)	(2)	(3)	(4)	(5)
40. Staff were sensitive to my cultural or ethnic background.	(1)	(2)	(3)	(4)	(5)
<b>Social Connectedness:</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
41. I know people who will listen and understand me when I need to talk.	(1)	(2)	(3)	(4)	(5)
42. I have people that I am comfortable talking with about my child's problems.	(1)	(2)	(3)	(4)	(5)
43. In a crisis, my child and I would have the support we need from family and friends.	(1)	(2)	(3)	(4)	(5)
44. My child and I have people with whom we can do enjoyable things.	(1)	(2)	(3)	(4)	(5)
<b>Functioning:</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
45. My child is better able to do things she or he wants to do.	(1)	(2)	(3)	(4)	(5)

This is the end of the survey. Thank you for your participation! ●